

**GOVERNOR'S COMMISSION ON
MINORITY AND WOMEN'S BUSINESS ENTERPRISES**

**REPORT TO THE GOVERNOR AND LEGISLATIVE
COUNCIL**

COMBINED REPORT FOR MARCH 1, 2005 AND OCTOBER 1, 2005

Commission Members

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Billie Breaux

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NEW DIRECTIONS

Indiana Code directs the Governor's Commission on Minority and Women's Business Enterprises to aggressively work to assess the needs of and assist minority and women business enterprises with regard to obtaining state contracts.

With the change of Administration, it was recognized that the operational arm of the Commission, the Minority and Women's Business Enterprises Division of IDOA, had historically focused a significant portion of its energies on certifying firms with less attention to helping those certified firms obtain contracts. To solicit input on better ways to assist firms with obtaining contracts, focus groups with diverse policy stakeholders were conducted. These meetings proved to be extremely valuable in analyzing current approaches and identifying improvements. The Minority and Women's Business Enterprises Division is now moving in a new direction.

IDOA Department and MWBE Division Goals were established for 2005 to support this effort.

Department Goals

- | | |
|----------|---------------------------------------------------------------------------|
| Goal #1 | Implement Executive Order 5-11. |
| Goal # 2 | Improve division quality of service, certifying firms in 45 days or less. |
| Goal # 3 | Improve participation levels in all categories. |

Division Goals

- | | |
|---------|--------------------------------------------------------------------------------|
| Goal #1 | Reach out to business communities across the state to encourage participation. |
| Goal #2 | Actively recruit new M/WBE firms to participate in state procurement. |
| Goal #3 | Increase contract compliance efforts. |

The Division has been actively working towards attaining the goals throughout this year. This report will highlight the efforts and gains made towards achieving each goal.

ESTABLISHING PARTICIPATION GOALS

The Governor's Commission on Minority and Women's Business Enterprises established the following goals for the utilization of certified firms on state contracts effective July 1, 2005 – June 30, 2006:

Category	MBE Participation	WBE Participation
Construction	6%	6%
Professional Services	7%	10%
Supplies	3%	3%

INCREASING PARTICIPATION BY REMOVING BARRIERS

Bonding requirements were cited by stakeholders as a barrier to entry for MBE and WBE firms. IDOA studied the issues and determined that, although construction bonding is required by law, the past utilization of procurement bonding would be suspended. Procurement bid bonds are not being used and a policy was implemented that restricts the utilization of procurement performance bonds. These new policies should bring relief to MBE and WBE firms seeking to do business with the state. Investigation of the issue will continue to learn if there are additional opportunities for improvement.

The MWBE Division is working with the Public Works Division and the State Office Building Commission to identify better ways of increasing meaningful participation in State construction. The Division now attends pre-bid meetings for Public Works projects to share information about participation goals and the expansion of services from our office to include marketing and compliance monitoring. On July 28, the MWBE Division reached an agreement with the Public Works Division to audit all participation plans and the best effort waivers submitted with bids prior to executing contracts. The MWBE Division will work with low bidders to ensure participation or best efforts are achieved.

The establishment of a new marketing and compliance unit was essential to removing common barriers. MBE and WBE firms were not receiving information about opportunities and some prime contractors were not meeting their commitments to participation.

MARKETING AND COMMUNICATION

Information about available resources to increase economic viability was not reaching MBEs and WBEs. In an effort to more effectively communicate with clients, a marketing campaign was implemented. An email subscriber list was created which is now the vehicle for a periodic electronic newsletter that communicates current events, tips for success and workshop opportunities that would benefit our clients. A new brochure and promotional documents were also developed. Consistent training materials have been prepared which cover a range of topics relevant to MBEs and WBEs. These trainings have been rolled-out through use of the business relations team which also conducts the certification site visits. The team has also started to attend construction pre-bid meetings around the state.

A consultation area has been constructed in the office to provide a more welcoming environment for clients seeking certification or assistance with the state purchasing process.

Future marketing enhancements include the redesign of our division web site to provide a more informative forum for educating our clients about the procurement process and business development opportunities.

On June 22, the Division held a significant MBE outreach event with the Mayor of Evansville. It was the Division's first newly designed presentation for businesses that gives step-by-step instructions on how to win business with the state. The presentation has since been made throughout the state.

The MWBE Division participated in numerous Indiana Black Expo, Black Business Conference events in July. Claudia Cummings, IDOA Deputy Commissioner, spoke to a crowd of 150 at the Economic Development Roundtable and about 40 people at the Certification Workshop. The Division was represented at the Breakfast with the Mayor, Corporate Luncheon, President's Reception, African American Elected and Appointed Official's Luncheon, and throughout the weekend at the IDOA exhibit booth.

The State partnered with Indiana Black Expo to host a Summer Celebration event, the Buy Indiana Road Show. This matchmaking event was held on July 12 in the Indiana Government Center. It paired MBE and WBE clients with large state agencies, significant state prime contractors, casinos, and the seven state supported universities who sponsored the event. Over 300 participants had about 1,000 interviews in a three-hour time period. The 12 minute interviews were aimed to match MBE and WBE firms with purchasers who had a specific need for certain goods and services. Following the matchmaking event, participants attended Governor Daniels' Indiana Black Expo Reception in the State House Rotunda. Survey results and informal feedback both indicate the day was a complete success.

The Buy Indiana Business Diversity Series was unveiled on August 1. The first installment was a dynamic tour across the state to promote M/WBE participation in state

public works projects, state procurement, and stadium construction. Presenters included the MWBE Division, Governor's Office and Hunt Construction. The three-week, six-city tour visited Gary, Indianapolis, South Bend, Ft. Wayne, Evansville and Sellersburg. In total, the tour drew about 375 MBE and WBE representatives who learned about contracting opportunities at the new stadium and how to more successfully compete in the state procurement process.

In August, Cummings addressed a sold-out crowd at the National Association of Women Business Owners. She gave a report about her first six-months and the many improvements that had been made. The crowd showed overwhelming support for the new initiatives and gave feedback on how to maximize additional opportunities.

Recognizing the rapid increase in Indiana Hispanic/Latino community, the Division has added a full-time bilingual position focused on outreach to the growing Hispanic/Latino community.

INCREASING CAPACITY

While the State's MWBE strategy is undergoing significant change, the business of certification has continued to be strong. The Division is proud to report that the average certification turn-around time is well less than 45 days. We are also traveling the state meeting with client groups. In about 15 presentations per month, members of our team instruct potential clients on the certification process, train purchasing officials and prime contractors on how best to engage MBEs and WBEs, and assist our client firms in becoming more successful competitors in the marketplace.

In January, IDOA began the rule making process to revise the MWBE regulations. Proposed Rule 5-25 will allow for the implementation of Executive Order 5-11. It also eliminates several barriers to certification that have previously prevented legitimate minority and woman owned businesses from becoming certified. The new revisions will remove the two-year waiting period for new businesses, allow owners who control their business to hire experts to manage technical aspects, and allow for 21st century technology to link entrepreneurs to their businesses. The new rule will also make it easier for the Division to revoke certifications from firms that should not be involved in the program.

In late June, the public hearing on Proposed Rule 5-25 drew about 60 citizens. Some expressed support for the EO 5-11 as it was originally drafted and others shared concerns that changes could impact the statutory requirement that the firm be controlled by the applicant. Revisions were made to address the concerns, and we expect that Proposed Rule LSA Document # 05-25 will allow for the implementation of Executive Order 5-11 and also clears impediments that presently block true minority and women entrepreneurs from participating in the State's MBE and WBE program.

Executive Order 5-11, directs the Division to create partnerships with other qualified certifying organizations. Presently, the Division is working with the Indiana Business Diversity Council (formerly the IRMSDC) to implement our partnership. Amendments to the Indiana Administrative Code permitting such arrangements will become effective in October. The language states that approved certifying bodies must have a certification review process that is "no less stringent" than the certification process of the Department. The State is working with the IBDC to verify certification integrity and implement an arrangement to accept IBDC certifications that is efficient for all involved, yet protects the IBDC's need to maintain the proprietary nature of their certification listing. No current Division client or new firm wishing to become certified for the first time will be required to use the IBDC's services. The Division's certification program will remain intact, efficient and free of charge.

Searching for additional certification efficiencies, the Commission directed the Division to seek a partnership with the U.S. Small Business Administration. Division staff met with the SBA in June and again in August. Presently, a test case is being prepared by the SBA to determine if the SBA has the ability to enter into such an arrangement.

As we continue to measure our successes and better identify opportunities for improvement, the Division began to distribute client satisfaction surveys to those undergoing the certification process. The surveys are distributed at the conclusion of onsite visits -- the point in the process where clients have experienced all steps in the certification process except final determination. The surveys are returned confidentially by mail and the timing of the responses helps to ensure unbiased input. The results are outstanding. The certification team received a score of 9.8 for professionalism.

MONITORING PARTICIPATION

A compliance team was created that is strictly dedicated to ensuring that more client firms compete successfully for state business and that their subcontracts are honored as agreed. The team conducts audits on procurement, professional service and construction contracts on a random basis and as a result of complaints. The audits require that both prime contractors and M/WBE subcontractors submit an accounting of payments to the subcontractor. When discrepancies occur between the two, or when they do not meet the level committed to in the prime contractor's participation plan, auditors intervene to resolve the issue. IDOA will use sanctions against prime contractors when issues are not resolved.

The focus groups uncovered an issue with some prime contractors who would submit participation plans citing the utilization of a particular firm, but would never contact that MBE or WBE firm to ask them to participate on the project. This problem was resolved with the implementation of the Letter of Commitment which is now required to be submitted with all proposals. The Letter originates from the MBE or WBE and states that the prime has committed to them a certain piece of work.

The newly-formed compliance team began audits in April. The Division has audited over \$8.5 million in MBE and WBE subcontracts. Thus far, all audit findings have been addressed and no contractors have been identified as noncompliant.

The compliance team is also working proactively with the Division of Public Works and the Division of Procurement to uncover sub-contracting opportunities on upcoming state contracts. Assistance includes working with state purchasers to assist them in improved utilization strategies and identifying available certified firms. The Division is also actively recruiting new firms that can fulfill needs we can not obtain from currently certified firms.

The Gaming Commission contacted the Division regarding improvements to their M/WBE compliance program. The compliance teams are working together to establish more consistent compliance processes based on best practices. As the Stadium and Convention Center Construction Project progresses, the Division will be actively engaged to ensure subcontracting opportunities and utilization compliance.

DATA COLLECTION CHALLENGES AND PARTICIPATION REPORTS

State Government is undergoing a significant transformation, moving from an environment where each agency maintains independent financial data to one where processes and data are unified through an enterprise-wide system. When this solution is fully implemented in 2006, the Division will be able to begin collecting comprehensive and consistent data regarding the State's MWBE actual spending. In addition, IDOA has undertaken a project to implement a new enterprise contract management solution. This data will allow for forecasting of impending MWBE spend.

The state of Indiana is charged with meeting the goals set by the Governor's Commission on Minority and Women Business Enterprise. The Commission is directed to do a study of the current utilization of certified firms on state contracts to assess the current disparity to the available capacity. Bucher and Christian, an Indiana-owned MBE, was chosen as the vendor to complete the state's disparity study. The firm has extensive experience in data analysis and business management consulting.

In November, six of the seven state educational institutions submitted to the Commission an Annual Report of Special Business Utilization.

ADDENDUMS

1. Indiana State Educational Institution Report of Special Business Utilization to the Indiana Legislative Council
 - a. Ball State University
 - b. Indiana State University
 - c. Indiana University
 - d. Ivy Tech Community College of Indiana
 - e. Purdue University
 - f. University of Southern Indiana
2. Customer Survey Response Results
 - a. M/WBED Customer Satisfaction Survey
 - b. 2005 Business Matchmaking Event
 - i. Buyer Survey Results
 - ii. Seller Survey Results
 - c. M/WBED Business Diversity Series Evaluation Results
3. M/WBE Activity Reports

BALL STATE UNIVERSITY

REPORT OF SPECIAL BUSINESS UTILIZATION TO THE INDIANA LEGISLATIVE COUNCIL

Ball State University
Minority Vendors Report
Fiscal Year Ending June 30, 2005

NAME / ADDRESS	7/1/04-6/30/05		
	TYPE	No. of Contracts	\$ Value of Contracts
ACORN IRON & SUPPLY CO INC 915 N DELAWARE AVE PHILADELPHIA, PA 19123	WB	1	666.00
ADVERTISING MAGIC INC 2116 N MAIN ST #G WALNUT CREEK, CA 94596	WB	1	248.00
AFFILIATED STEAM EQUIP CO 3201 PAYSPHERE CIRCLE CHICAGO, IL 60674	MB	15	16,765.47
ALL MEDIA OUTLET CORP 15810 E GALE AVE HACIENDA HGTS, CA 91745	WB	2	920.96
ATHENA ARTS & GRAPHICS INC 3500 DEPAUW BLVD LL-1000 INDIANAPOLIS, IN 46268	WB	1	2,727.04
ATHENA GROUP INC-THE 408 W UNIVERSITY AVE #306 GAINESVILLE, FL 32601	WB	1	2,250.00
BIX COMPUTER 17785 SKY PARK CIRCLE #H IRVINE, CA 92614	MB	1	675.10
BRIGHT IDEAS 7425 WESTFIELD BLVD INDIANAPOLIS, IN 46240	WB	1	250.00
BUENDIA PRODUCTIONS 1601 W 17TH ST #F2 290 SANTA ANA, CA 92706	MB	1	725.00
BUSINESS FURNITURE LLC BOX 2303 INDIANAPOLIS, IN 462062303	WB	114	368,138.88

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CALL ONE INC 8810 ASTRONAUT BLVD CAPE CANAVERAL, FL 32920	WB	1	1,023.40
CANOAS SYSTEMS LLC DBA MEMORYEXPOUSA.COM 2530 BERRYESSA RD STE 235 SAN JOSE, CA 95132	MB	1	235.00
CLARIDGE PRODUCTS P O BOX 910 HARRISON, AR 72602	WB	23	26,688.72
CLEVELAND SCIENTIFIC PO BOX 300 BATH, OH 44210	WB	12	1,442.25
COLAD GROUP INC-THE PO BOX 32519 HARTFORD, CT06150	WB	1	4,002.00
COM TEN INDUSTRIES 6405 49TH ST N PINELLAS PARK, FL 33781	WB	1	9,165.00
CORE COMMUNICATIONS INC PO BOX 510 ANGOLA, IN 46703	WB	3	13,690.00
COUNTRY KITCHEN SWEETART INC 4621 SPEEDWAY DR FORT WAYNE, IN 46825	WB	7	1,071.62
CPD INDUSTRIES 4665 STATE ST MONTCLAIR, CA 91763	MB	1	131.68
CRM INC OF INDIANA DBA CENTURY BUSINESS PRODUCTS PO BOX 50653 INDIANAPOLIS, IN 46250	WB	6	7,400.58
CUTTER PRODUCTION 8349 K ARROWRIDGE CHARLOTTE, NC 28273	WB	1	3,000.00

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DALTON & CO 5808 W JACKSON ST MUNCIE, IN 47304	MB	42	54,416.66
DARK STAR INC 1309 S NEBO RD 400 W MUNCIE, IN 47304	WB	18	6,799.32
DATA PROJECTIONS INC PO BOX 200846 DALLAS, TX 753200846	WB	7	11,851.00
DAVIS SEQUENCING LLC 140 B STREET SUITE 4 DAVIS, CA 95616	MB	3	850.00
DENVER DEVELOPMENT MATERIALS PO BOX 371075 DENVER, CO 802375075	WB	1	325.00
DIGITAL INTELLIGENCE SYSTEMS SUITE 600 4151 LAFAYETTE CENTER DR CHANTILLY, VA 20151	MB	1	628.00
DOT SCIENTIFIC INC 4165 LIPPINCOTT BLVD BURTON, MI 48519	WB	1	344.00
DRAMA BOOK SHOP INC-THE 250 W 40TH ST NEW YORK, NY 10018	WB	1	125.00
DURBAR SQUARE 5808 WESTPORT RD MUNCIE, IN 47304	MB	1	2,937.60
DURMON*JONES ASSOCIATES 4806 E 30TH ST INDIANAPOLIS, IN 46218	MB	2	24,657.00
EAST WEST MARTIAL ARTS SUPPLY 2024 W BALMORAL AVE CHICAGO, IL 60625	WB	1	72.60

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EASTERN ENGINEERING SUPPLY CO 2810 N WHEELING AVE MUNCIE, IN 47303	WB	68	60,830.00
EDUCATIONAL GLOBAL TECHNOLOGY PO BOX 3188 OAK BROOK, IL 60523	WB	1	150.00
ELECTRON MICROSCOPY SCIENCES PO BOX 550 1560 INDUSTRY RD HATFIELD, PA 19440	WB	9	2,137.00
ETR ASSOCIATES TOBACCO EDUC CLRGHSE OF CA PO BOX 49098 SAN JOSE, CA 95161	WB	1	1,531.20
ETR TECC ASSOC NETWORK PUBLICATIONS P O BOX 1830 SANTA CRUZ, CA 950611830	WB	6	1,889.90
EXCELLENT ADVENTURES 6215 COMMODITY CT FORT WAYNE, IN 46818	WB	1	5,130.28
FINE PROMOTIONS INC 8156 ZIONSVILLE RD INDIANAPOLIS, IN 46268	WB	7	8,374.95
FINELINE GRAPHICS INC DBA FINELINE PRINTING GROUP 8141 ZIONSVILLE RD PARK 100 INDIANAPOLIS, IN 46268	MB	1	10,000.00
FISHERS ASSOCIATED SIGN AND POST CO INC P O BOX 2816 MUNCIE, IN 47307	WB	1	2,700.00
FROGPAD INC 3310 W MAIN ST HOUSTON, TX 77098	WB	1	170.00
FULL COMPASS SYSTEMS LTD 8001 TERRANCE AVENUE MIDDLETON, WI 53562	WB	26	152,171.32

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GTCO CALCOMP 7125 RIVERWOOD DR COLOMBIA, MD 21046	MB	1	92.00
GUSTBUSTER LTD DIV OF INNOVENTION ENTERPRISES 1966 BROADHOLLOW RD FARMINGDALE, NY 11735	WB	2	230.40
HCO INCORPORATED 3921 NORTH MERIDIAN ST, SUITE 100 INDIANAPOLIS IN 46208	MB	1	23,750.00
HI WAY 3 HARDWARE 4818 N OLD STATE ROAD 3 MUNCIE, IN 473039512	MB	4	15,643.68
IDEAL SYSTEMS SOLUTIONS INC 10900 73RD AVE N #122 MAPLE GROVE, MN 55369	MB	3	49,935.00
INDEPENDENT BATHTUB REGLAZING 1215 S 625 E SELMA, IN 47383	WB	1	193.00
INDY PIANO SERVICE CO INC 3940 NORTH HARTMAN DR INDIANAPOLIS IN 46226	DB	3	2,980.00
INTERLIGHT INTERNATIONAL LIGHTING CORP 7939 NEW JERSEY AVE HAMMOND, IN 463233040	WB	5	1,063.31
IPMEDIA INC 1901 RAYMOND DR #4 NORTHBROOK, IL 60062	MB	1	2,900.00
JP*FROG ADVERTISING INC 9875 GLENBURR COURT FISHERS, IN 46038	WB	9	10,063.83
K PROMOTIONAL PRODUCTS PO BOX 4 HAGERSTOWN, IN 47346	WB	1	130.00
KARO CO PO BOX 2868 MUNCIE, IN 47307	WB	1	1,721.05

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KTC PROMOTIONAL PRODUCTS INC PO BOX 188 404 W MAIN ST MT SUMMIT, IN 47361	WB	17	21,068.16
LANYARD DEPOT 13612 LARSEN LANE WINTER GARDEN, FL 34787	WB	2	532.00
LEVERENT CONSULTING 5007 LINCOLN AVE #200 LISLE, IL 60532	MB	1	3,000.00
LOGO PROS CUSTOM SPORTSWEAR AND ACCESSORIES 621 S CR 850 W YORKTOWN, IN 47396	WB	1	1,071.00
LONESTAR BADGE & SIGN CO PO BOX 387 MARTINDALE, TX 78665	WB	2	2,568.00
LONGSTRETH SPORTING GOODS BOX 475 28 WELLS RD PARKERFORD, PA 19457	WB	3	578.05
MAB PAINTS 801 W JACKSON ST MUNCIE, IN 47305	MB	15	30,201.06
MATRIX INTEGRATION LLC THE COMPUTER CENTER 417 MAIN ST JASPER, IN 47546	WB	30	374,975.84
MAYHAVEN PUBLISHING PO BOX 557 1803 BUCKTHORN CIRCLE MAHOMET, IL 61853	WB	1	23.16
MCCARTY WHOLESALE LUMBER CO P O BOX 2543 MUNCIE, IN 4737070543	WB	12	56,975.39
MILL SUPPLIES INC P O BOX 11286 FT WAYNE, IN 46857	WB	2	156.58

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MILLCRAFT GROUP-THE NORTHWEST BUSINESS PK #B240 8227 NORTHWEST BLVD INDIANAPOLIS, IN 46278	WB	4	286,027.41
MODERN BIOLOGY PO BOX 97 DAYTON, OH 479410097	WB	2	410.53
MOTORCRAFT BOX 2006 MUNCIE, IN 473072006	WB	4	9,112.22
MOUSER ELECTRONICS PO BOX 99319 FORT WORTH, TX 761990319	WB	1	84.90
NETWISE RESOURCES 8425 WOODFIELD XING BLVD #100 INDIANAPOLIS, IN 46240	MB	4	231,235.55
NEW VISION ORCHIDS 12661 W STATE ROAD 32 YORKTOWN, IN 47396	WB	1	100.00
OIL EQUIPMENT SUPPLY PO BOX 21188 INDIANAPOLIS, IN 462210188	MB	3	20,112.00
OMEGA BIOTEK PO BOX 47310 DORAVILLE, GA 30362	WB	1	90.00
PAYTON WELLS AUTOMOTIVE GROUP 3025 N ST RD 9 ANDERSON, IN 46012	MB	1	83,880.00
PCI TECHNOLOGIES 1274 E STATE RD 32 UNION CITY, IN 47390	DB	1	402.20
PELLETS INC PO BOX 5484 BELLINGHAM, WA 98227	WB	1	137.00

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PRO ED RB 603 P O BOX 149187 AUSTIN, TX 787149187	MB	6	2,155.80
PRO SCIENTIFIC INC 99 WILLENBROCK RD OXFORD, CT 06478	WB	1	4,563.00
PROFEEL MARKETING INC 2 CALVERT DR MONSEY, NY 10952	WB	1	196.90
PROMOTIONAL CONCEPTS 234 MORSE AVE WYCKOFF, NJ 07481	WB	1	66.00
PROMOTUS ADVERTISING 603 E WASHINGTON STE 603 INDIANAPOLIS, IN 46204	MB	2	101,873.90
QUALITY PRINTING INC 1047 BROADWAY ANDERSON, IN 46012	WB	34	177,054.75
REDDING MEDICAL 2531 OLD KAYS MILL RD FINKSBURG, MD 21048	WB	1	149.97
RIVARS CUSTOM SHOW APPAREL 1125 WEST WALNUT ST ALBANY, IN 47320	WB	1	300.00
RUNNELS PO BOX 1245 RICHMOND, IN 47374	WB	49	53,653.00
S I TECH PO BOX 609 GENEVA, IL 60134	MB	1	510.00
SALE STORES CORP 99 NW 183 ST #115 MIAMI, FL 33169	MB	1	32.93
SF CABLE CO 44386 S GRIMMER BLVD FREMONT, CA 94538	MB	1	96.60

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SIGMANET INC 4290 E BRICKELL ST ONTARIO, CA	WB	1	570.00
SIGN PROS OF MUNCIE INC 212 E DARTMOUTH AVE MUNCIE, IN 47303	WB	9	7,202.62
STACY R*WHITE DBA BRANDENBURG ENGRAVING CO 945 W KILGORE AVE MUNCIE, IN 47304	WB	5	1,173.50
SULLIVAN GROUP INC PO BOX 167 302 DAL MAR WAY NAPPANEE, IN 46550017	WB	1	411.84
T & H SWEEPER 704 W MCGALLIARD RD MUNCIE, IN 47303	WB	23	21,107.01
TECHNOLOGY INTEGRATION GROUP VICTORY PARK BUSINESS CENTER 5460 VICTORY DR #100 INDIANAPOLIS, IN 46203	MB	219	162,941.36
THEATRE HOUSE INC PO BOX 2090 400 W 3RD ST COVINGTON, KY 41011	WB	1	248.95
3D COMPANY, INC. 3100 EAST CO RD 350 N MUNCIE IN 47303	WB	3	560,427.00
THINKING PUBLICATIONS PO BOX 163 424 GALLOWAY ST EAU CLAIRE, WI 547020163	WB	1	844.00
THOMAS BUSINESS CENTER PO BOX 1605 MUNCIE, IN 47308	WB	612	113,462.05
TWO LADIES BUS CO LLC 90 WASHINGTON ST ST JOE, IN 46785	WB	2	7,981.00

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ULRICH CHEMICAL INC PO BOX 66030 INDIANAPOLIS, IN 46266	WB	2	28,000.00
UNLIMITED LEARNING RESOURCES 223 HEARTHSIDE DR WINSTON SALEM, NC 27104	WB	1	1,390.00
WALLCUR INC 7720 CLAIREMONT MESA BLVD SAN DIEGO, CA 921111533	WB	1	1,046.95
WARRIOR BOOKS INC 1725 KRIEGER DR MALABAR, FL 32950	WB	1	14.50
WESTERN NEWSPAPER PUBL CO INC 537 E OHIO ST INDIANAPOLIS, IN 46204	WB	2	4,774.43

Totals

1,519	\$3,292,998.91
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Totals for Businesses not classified as Special Business Enterprises

Purchasing Contracts	10,804	\$36,847,102.02
Construction Contracts	20	18,777,461.00
Total	10,824	\$55,624,563.02

INDIANA STATE UNIVERSITY

REPORT OF
SPECIAL BUSINESS UTILIZATION
TO THE INDIANA LEGISLATIVE
COUNCIL

INDIANA STATE UNIVERSITY - REPORT OF SPECIAL BUSINESS UTILIZATION TO THE INDIANA LEGISLATIVE COUNCIL

REPORTING PERIOD: January 1, 2004 - June 30, 2005 (One & One Half Years

Date Submitted: November 1, 2005

Reference: House Enrolled Act 1436
(2004 General Assembly)

	#SBE-MBE Contracts	SBE-MBE Dollars (\$)	#SBE-WBE Contracts	SBE-WBE Dollars (\$)	#SBE-SmBE Contracts	SBE-SmBE Dollars (\$)	#NON-SBE Contracts	NON-SBE Dollars (\$)	# TOTAL Contracts	TOTAL Dollars (\$)
Commodity/Supplies Procurements:	446	\$877,980.90	420	\$1,764,470.72	None	Certified	4,046	\$21,300,241.58	4,912	\$23,942,693.20
Construction Contracts:	1	\$25,822.00	7	\$33,444.00	None	Certified	77	\$12,876,331.59	85	\$12,935,597.59
Professional Services/Other Contracts:	22	\$163,831.67	65	\$905,994.97	None	Certified	760	\$9,292,034.01	847	\$10,361,860.65
									5,844	\$47,240,151.44

Calendar 2004:

Glossary of Terms/Abbreviations:

SBE = Special Business Enterprise (HEA 1436)
MBE = Minority Business Enterprise (25 IAC 5)
WBE = Women's Business Enterprise (25 IAC 5)
SmBE = Small Business Enterprise (25 IAC 1.5-1)

INDIANA UNIVERSITY

REPORT OF SPECIAL BUSINESS UTILIZATION TO THE INDIANA LEGISLATIVE COUNCIL

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Date Submitted: November 1, 2005

Reference: House Enrolled Act 1436

Calendar 2004

Commodity/Supplies Procurements:
Construction Contracts:
Professional Services/Other Contracts:

[illegible]

Notes:

** Totals include utility payments

**** Some categories include multiple transactions**

****Data is provided for all campuses of Indiana University**

IVY TECH COMMUNITY COLLEGE OF INDIANA

REPORT OF
SPECIAL BUSINESS UTILIZATION
TO THE INDIANA LEGISLATIVE
COUNCIL

INDIANA DEPARTMENT OF ADMINISTRATION - REPORT OF SPECIAL BUSINESS UTILIZATION TO THE INDIANA LEGISLATIVE COUNCIL

REPORTING PERIOD:

Date Submitted: November 1, 2005

Reference: House Enrolled Act 1436
(2004 General Assembly)

Calendar 2003:

#SBE-MBE Contracts	SBE-MBE Dollars (\$)	#SBE-WBE Contracts	SBE-WBE Dollars (\$)	TOTAL		#NON-SBE Contracts	NON-SBE Dollars (\$)	NON-SBE		# TOTAL Contracts	TOTAL Dollars (\$)
				MBE / WBE Dollars (\$)	MBE / WBE Dollars (%)			Dollars (\$)	Dollars (%)		
3	33,135.74	8	36,956.54	70,092.28	2.61%	564	2,615,826.22	97.39%		595	2,685,919
1	2,500.00	1	412.30	2,912.30	0.23%	14	1,264,880.28	99.77%		16	1,267,793
						16	695,080.27	100.00%		16	695,080
Total 2003	35,635.74	9	37,368.84	73,004.58	1.57%	614	4,575,786.77	98.43%		627	4,648,791

Calendar 2004:

Commodity/Supplies Procurements:	3	10,014.03	5	4,658.40	14,672.43	0.62%	451	2,339,709.48	99.38%	459	2,354,382
Construction Contracts:							16	767,816.54	100.00%	16	767,817
Professional Services/Other Contracts:							25	440,632.59	100.00%	25	440,633
Total 2004	3	10,014.03	5	4,658.40	14,672.43	0.41%	492	3,548,158.61	99.59%	500	3,562,831

Calendar 2005 (Month Ending Sept 30, 2005):

Commodity/Supplies Procurements:	3	1,441.25	2	2,922.17	4,363.42	0.29%	275	1,525,530.20	99.71%	280	1,529,894
Construction Contracts:							30	6,171,494.97	100.00%	30	6,171,495
Professional Services/Other Contracts:							22	133,089.80	99.56%	24	133,690
Total 2005	3	1,441.25	4	3,512.17	4,953.42	0.06%	327	7,830,124.97	99.94%	334	7,835,078

Total - All Years:

10	47,091	18	45,539	92,630	0.58%	1,433	15,954,070	99.42%		334	16,046,701
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Glossary of Terms/Abbreviations:

SBE = Special Business Enterprise (HEA 1436)
MBE = Minority Business Enterprise (25 IAC 5)
WBE = Women's Business Enterprise (25 IAC 5)
SmBE = Small Business Enterprise (25 IAC 1.5-1)

Count and amount for companies indicated as a minority and woman-owned business on the State of Indiana's Directory of Certified Business Enterprises are included in the totals for minority.

PURDUE UNIVERSITY

REPORT OF SPECIAL BUSINESS UTILIZATION TO THE INDIANA LEGISLATIVE COUNCIL

PURDUE UNIVERSITY
SPECIAL BUSINESS ENTERPRISES UTILIZATION REPORT

GOODS AND SERVICES

TOTAL SPEND: \$137,793,889

MBE SPEND

Fiscal Quarter	Calumet	Fort Wayne	North Central	West Lafayette
3 - 2004	\$5,405.52	\$8,101.08		\$394,482.61
4 - 2004	\$30,646.78	\$40,694.91		\$193,633.83
1 - 2005	\$5,468.36	\$11,944.29	\$591.00	\$303,146.69
2 - 2005	\$34,457.46	\$22,249.22		\$796,696.74
3 - 2005	\$44,491.21	\$65,295.09		\$321,686.72
4 - 2005	\$48,163.81	\$35,474.93		\$224,832.28
	\$168,633.14	\$183,759.52	\$591.00	\$2,234,478.87
Total				\$2,587,462.53
Percent of Spend				1.88%

WBE SPEND

Fiscal Quarter	Calumet	Fort Wayne	North Central	West Lafayette
3 - 2004	\$37,945.67	\$72,819.29	\$7,405.47	\$429,757.75
4 - 2004	\$8,931.65	\$49,541.86	\$9,643.88	\$908,648.11
1 - 2005	\$42,616.68	\$272,501.99	\$15,596.57	\$1,741,219.67
2 - 2005	\$70,059.31	\$162,249.18	\$8,288.84	\$1,148,367.31
3 - 2005	\$82,165.14	\$349,179.90	\$17,459.84	\$1,405,198.33
4 - 2005	\$64,210.47	\$167,884.18	\$9,920.94	\$1,643,861.62
	\$305,928.92	\$1,074,176.40	\$68,315.54	\$7,277,052.79
Total				\$8,725,473.65
Percent of Spend				6.33%

SBE SPEND

Fiscal Quarter	Calumet	Fort Wayne	North Central	West Lafayette
3 - 2004	\$178,129.16	\$629,314.18	\$50,657.48	\$6,417,529.11
4 - 2004	\$160,928.65	\$792,545.19	\$26,127.46	\$5,520,290.74
1 - 2005	\$128,490.21	\$915,509.11	\$103,370.53	\$7,788,259.92
2 - 2005	\$422,097.21	\$652,552.15	\$219,477.63	\$7,680,263.02
3 - 2005	\$284,208.82	\$791,272.56	\$78,580.61	\$7,087,960.32
4 - 2005	\$144,027.11	\$792,642.36	\$103,362.24	\$8,164,373.43
	\$1,317,881.16	\$4,573,835.55	\$581,575.95	\$42,658,676.54
Total				\$49,131,969.20
Percent of Spend				35.66%

UNIVERSITY OF SOUTHERN INDIANA

REPORT OF SPECIAL BUSINESS UTILIZATION TO THE INDIANA LEGISLATIVE COUNCIL

MERCHANT NAME	CITY	STATE	MFE	WBE	PAID 2000	2000	PAID 2001	2001	PAID 2002	2002	PAID 2003	2003	PAID 2004	2004	PAID 2005
A. DIGGER & COMPANY INC.	CHICAGO	IL		Y	2647.82	4	1,610.14	2	3,294.97	3	8,318.45	2	9,631.73	7	1,089.62
ALLSTAR PRODUCTS	EVANSVILLE	TN	Y												131.00
ALPHA SPORTS	AUSTIN	TX	Y												
AZTEC PAINTING	EVANSVILLE	IN	Y		971.50	2	2,139.00	4			184.00	1			860.50
BACKSLASH MARKETING	NEWBURGH	IN	Y												298.55
BLACK ISSUES IN HIGHER EDUCATION	FAIRFAX	VA	Y		40.00	2	2,115.00	2	4,845.00	7					2,500.00
BUSH KELLER INC	NEW ALBANY	IN	Y												84.00
CATHERINE KRULL	KINGSTON	ON	Y												
C C SPORTS INC.	EVANSVILLE	IN	Y		1,430.75	6	3,767.49	9	1,104.59	4	210.05	2	828.52	1	
CC BOONE & COMPANY INC.	EVANSVILLE	IN	Y		15,710.00	5	8,717.00	3			2,945.00	1	6,739.00	1	
CENTER STAGE MARKETING (COSTUME)	EVANSVILLE	IN	Y										4,063.45	3	3,265.22
CENTRAL INDIANA MARKETING	COLUMBUS	IN	Y		113,457.20	27	154,862.08	22	49,284.30	18	291,441.44	15			
CIM AUDIO AND VISUAL	COLUMBUS	IN	Y										8,480.03	9	64,736.90
CLEV TYLER	EVANSVILLE	IN	Y		310.00	1	756.20	2							
COLLINS SPORTS MEDECINE	BROCKTON	MA	Y												171.91
COLORTECH MAILING LLC	EVANSVILLE	IN	Y										10,591.19	1	1,220.75
COLORADO CENTER FOR HEALING TOUCH	LAKEMOOD	CO	Y		1,090.00	3	1,592.87	2	1,123.50	2	1,045.00	2	1,950.00	1	
COMPENSATION	SANTA MONICA	CA	Y												853.20
COMPUTER GATE INTERNATIONAL	SANTA CLARA	CA	Y				1,784.94	1	1,675.92	2	2,859.00	2	85.00	1	
CRAWFORD DOOR SALES	EVANSVILLE	IN	Y						896.54	2	242.80	2			
CREATIVE HEALTH PRODUCTS INC.	PLYMOUTH	MI	Y		1,997.25	6	339.45	1			1,345.00	3	210.00	1	
CUSTOM RECREATION	EVANSVILLE	IN	Y												
DATA-LINK ASSOCIATES	NORTH BELLMORE	NY	Y				113.75	1	248.90	2					
DOT SCIENTIFIC INC.	BURTON	MI	Y										3,870.00	1	
ELECTRICAL MAINTENANCE AND CONSTRUCTION	SCIENTIFIC INC.	IN	Y						65,920.30	2	5,527.00	2	3,591.12	2	
EVISSIONS	EVANSVILLE	IN	Y										43,400.00	1	4,000.00
FACILITY MANAGEMENT & ENGR	IRVINE	CA	Y										2,210.00	1	
FAULKNER, INC.	NEWMBURGH	IN	Y		828.00	1									
FINISHES INCORPORATED	EVANSVILLE	IN	Y		45,699.00	6	92,776.00	5	11,490.75	4	1,659.00	2	1,250.00	1	
FLEMING, CAROL	ARNOLD	CA	Y								1,452.00	1	1,705.00	1	
FORMAL WORLD (Manan Hutchinson)	EVANSVILLE	IN	Y				1,750.00	1	2,056.00	2	951.23	2	264.02	2	
FULL COMPASS	MIDDLETON	WI	Y				611.93	1	1,075.29	1			150.00	1	
HASGOE CLEANING SYSTEMS INC	EVANSVILLE	IN	Y										2,679.81	1	
HISSHO INC.	APEX	NC	Y										2,935.45	2	
INDIANA CARBON COMPANY	INDIANAPOLIS	IN	Y		55,943.31	4	69,864.12	4	58,334.21	4	13,085.51	4	519.60	1	1,597.97
INTERBORO PACKAGING CORP	MONTGOMERY	NY	Y												
KORFF COMPANY	JANESVILLE	WI	Y		1,344.00	1	457.								

MERCHANT NAME	CITY	STATE	WBE MFE	PAID 2000	2000	PAID 2001	2001	PAID 2002	2002	PAID 2003	2003	PAID 2004	2004	PAID 2005	
A. DAGGER & COMPANY INC.	CHICAGO	IL		Y	2647.82	4	1,610.14	2	3,294.97	3	8,318.45	2	9,831.73	7	1,089.82
ALLSTAR PRODUCTS	EVANSVILLE	TN		Y											131.00
ALPHA SPORTS	AUSTIN	TX		Y											
AZTEC PAINTING	EVANSVILLE	IN		Y	971.50	2	2,139.00	4			184.00				860.50
BACKSLASH MARKETING	NEWBURGH	IN		Y											298.55
BLACK ISSUES IN HIGHER EDUCATION	FAIRFAX	VA		Y	40.00	2	2,115.00	2	4,845.00	7					2,500.00
BUSH KELLER INC	NEW ALBANY	IN		Y											84.00
CATHERINE KRULL	KINGSTON	ON		Y											
C C SPORTS INC.	EVANSVILLE	IN		Y	1,430.75	6	3,767.49	9	1,104.59	4	210.05	2	828.52	1	
CC BOONE & COMPANY INC.	EVANSVILLE	IN		Y	15,710.00	5	8,717.00	3			2,945.00	1	6,739.00	1	
CENTER STAGE MARKETING (COSTUME)	EVANSVILLE	IN		Y									4,063.45	3	3,255.22
CENTRAL INDIANA MARKETING	COLUMBUS	IN		Y	113,457.20	27	154,852.08	22	49,284.30	18	291,441.44	15			64,736.90
CIM AUDIO AND VISUAL	COLUMBUS	IN		Y									8,480.03	9	
CLEV TYLER	EVANSVILLE	IN		Y	310.00	1	756.20	2							171.91
COLLINS SPORTS MEDECINE	BROCKTON	MA		Y									10,591.19	1	1,220.75
COLORTECH MAILING LLC	EVANSVILLE	IN		Y											
COLORADO CENTER FOR HEALING TOUCH	LAKEMOOD	CO			1,090.00	3	1,592.87	2	1,123.50	2	1,045.00	2	1,950.00	1	
COMPENSATION	SANTA MONICA	CA		Y											853.20
COMPUTER GATE INTERNATIONAL	SANTA CLARA	CA		Y			1,784.94	1	1,675.92	2	2,859.00	2	85.00	1	
CRAWFORD DOOR SALES	EVANSVILLE	IN		Y					896.54	2	242.80	2			
CREATIVE HEALTH PRODUCTS INC.	PLYMOUTH	MI		Y	1,997.25	6	339.45	1			1,345.00	3	210.00	1	
CUSTOM RECREATION	EVANSVILLE	IN		Y											
DATA-LINK ASSOCIATES	NORTH BELLMORE	NY		Y			113.75	1	248.90	2					
DOT SCIENTIFIC INC.	BURTON	MI		Y									3,870.00	1	
ELECTRICAL MAINTENANCE AND CONSTRUCTION	SCIENTIFIC INC.	IN		Y					65,920.30	2	5,527.00	2	3,591.12	2	
EVISSIONS	EVANSVILLE	CA		Y									43,400.00	1	4,000.00
FACILITY MANAGEMENT & ENGR	IRVINE	CA		Y									2,210.00	1	
FALKNER, INC.	NEWMURGH	IN		Y	828.00	1									
FINISHES INCORPORATED	EVANSVILLE	IN		Y	45,699.00	6	92,776.00	5	11,490.75	4	1,859.00	2	1,250.00	1	
FLEMING, CAROL	ARNOLD	CA		Y							1,452.00	2	1,705.00	1	
FORMAL WORLD (Manan Hutchinson)	EVANSVILLE	IN		Y			1,750.00	1	2,056.00	2	951.23	2	264.02	2	
FULL COMPASS	MIDDLETON	WI		Y			611.93	1	1,075.29	1			150.00	1	
JASGOE CLEANING SYSTEMS INC	EVANSVILLE	IN		Y									2,679.81	1	
HISSHO INC.	APEX	NC		Y									2,935.45	2	
INDIANA CARBON COMPANY	INDIANAPOLIS	IN		Y	55,943.31	4	69,864.12	4	58,334.21	4	13,085.51	4	519.60	1	1,597.97
INTERBORO PACKAGING CORP	MONTGOMERY	NY		Y											
KORFF COMPANY	EVANSVILLE	IN		Y	1,344.00	1			4,994						

**UNIVERSITY OF SOUTHERN INDIANA
MINORITY VENDOR REPORT
JANUARY 1, 2000 - JUNE 30, 2005**

MERCHANT NAME	CITY	STATE	MBE	WBE	Contracts PAID 2000		Contracts PAID 2001		Contracts PAID 2002		Contracts PAID 2003		Contracts PAID 2004		Contracts PAID 2005	
					2000	PAID 2000	2001	PAID 2001	2002	PAID 2002	2003	PAID 2003	2004	PAID 2004	2005	PAID 2005
MEL-KAY ELECTRIC	EVANSVILLE	IN		Y			2	8,725.00		331,390.00		266,917.00	9	4,510.10	1	
MID-AMERICA CHEMICAL SUPPLY	NICHOLASVILLE	KY	Y	Y			16	9,854.34		7,153.07	10	3,791.32	8	10,752.67	5	5,669.35
MIDWEST MARKETING	EVANSVILLE	IN	Y	Y		15,715.51		40,296.00		3,500.00	4		1	3,825.00	1	52.30
MRP CONSTRUCTION	NEW HARMONY	IN	Y	Y												
NANCY HUNTER-DENNEY	MARION	MA	Y	Y												
NATIONAL SPORTS CLINICS	BASEHOR	KS	Y	Y						3,300.00		638.31	1	188.97	1	97.60
OBUNSHA BLUEGRASS ACA	LEXINGTON	KY	Y	Y				4,546.52		644.51	7	1,744.89	2	221.95	1	
OLD MILL MART	NEW HARMONY	IN	Y	Y		293.96				2,549.80	3		9	711.76	1	
OPUS 1	EVANSVILLE	IN	Y	Y									2	24,972.33	2	
OSWALD SPECIALTIES	EVANSVILLE	IN	Y	Y										1,091.80	1	
PARVOMEDICS CORPORATION	SANDY	UT	Y	Y										4,484.35	1	
PERIOD CORSETS	SEATTLE	WA	Y	Y												14,079.00
PHILLIPS BROTHERS PRINTERS	SPRINGFIELD	IL	Y	Y												128.95
PONCHES LLC	PHOENIX	AZ	Y	Y												1,550.00
PRETTY CRAFTY	LAWRENCEBURG	MA	Y	Y												63.00
PRETTY SPORTY.COM	MERRIMAC	MA	Y	Y												225.68
PRIMESOURCE LLC	BLOOMINGTON	IN	Y	Y												37,319.08
PRO MARK	EVANSVILLE	IN	Y	Y		28,359.27	37	37,918.86		32,122.88	48	43,534.85	35	58,952.06	10	403.00
PSYCHOLOGICAL REPORTS	MISSOULA	MT	Y	Y										24,292.50	1	
PYRAMID CONSTRUCTION	NEWBURGH	IN	Y	Y												3,750.00
RISING STAR PROMOTIONS	SALEM	IN	Y	Y										601.98	2	192.00
RISLEY'S AUDIO & VIDEO	EVANSVILLE	IN	Y	Y		2,512.50	6	5,044.61		6,878.28	10	318.99	2	108.69	1	82.14
ROCKHOUSE PIZZA	ROBARDS	KY	Y	Y		2,626.14	7	6,186.04		5,922.49	6	239.80	7		1	9,193.12
SAGE PUBLICATIONS INC	THOUSAND OAKS	CA	Y	Y						6,871.50	29					30.00
SAYERS COMPUTER SOURCE	CHICAGO	IL	Y	Y		33,501.00	29	57,146.61								
SKETEER HILL PRESS	VENETIA	PA	Y	Y										112.67	1	
SOMMER CORK COMPANY	ROMEDEVILLE	IL	Y	Y						1,228.00	7	1,164.66	5	1,735.96	2	354.36
SONDRA L. MATTHEWS (OUR TIMES NEWSPAPER)	EVANSVILLE	IN	Y	Y		730.00	3	1,323.82		1,450.21	2	8,222.22	3	1,845.58	1	
SPECTRUM QUALITY PROD.	LOS ANGELES	CA	Y	Y		1,032.87	3	3,242.36								
SPERRY WEST INC	LA JOLLA	CA	Y	Y		4,244.00	1									226.66
SPORTS HEALTH	HANOVER PARK	IL	Y	Y												
SPRING AIR INDUS. SERVICES	CICERO	IN	Y	Y				21,522.24		25,507.84	1	37,880.60	2			
TECHNOLOGY INTEGRATION	SAN DIEGO	CA	Y	Y				680.03		2,778.12	7	412.62	3			
TEENA WRIGHT DBA PARTY	EVANSVILLE	IN	Y	Y		574.32	5	29,073.75		3,600.00	1					1,506.50
TELAMON CORP	CARMEL	IN	Y	Y												205.00
THE COFFEE BEANERY	FLUSHING	MI	Y	Y												200.00
THE FARMERS MARKET	NEW HARMONY	IN	Y	Y												
THOMAS BARBARA	SEATTLE	WA	Y	Y												
TRI-STATE PAINTING	EVANSVILLE	IN	Y	Y												
TRI-STATE SHEET METAL	HENDERSON	KY	Y	Y				10,653.00		568,459.70	1	120,687.60	8	20,810.00	1	9,824.00
TUCKER PUBLISHING GROUP	EVANSVILLE	IN	Y	Y		43.75	4	26.25		129.56	4	5,203.78	10	18,172.00	1	4,565.20
UNIVERSITY SLEEP PRODUCTS	CICERO	IN	Y	Y										40,276.44	1	
ZONES INC	AUBURN	WA	Y	Y										6,407.00	3	

TOTALS						\$340,926.98	202	\$588,614.51	213	\$1,129,370.86	225	\$1,561,612.62	218	\$974,916.68	182	\$405,779.56
Net Available to						\$ 23,384.779		\$ 26,483,219		\$ 31,671,207		\$ 33,350,066		19,082,561		\$ 10,678,714
% Expense to Minority Vendors						1.46%		2.22%		3.57%		4.68%		5.11%		3.80%

NOTE: 2005 information is data from January 1, 2005 - June 30, 2005

CUSTOMER SURVEY RESPONSE RESULTS

Indiana Department of Administration

Minority and Women's Business Enterprises Division

Customer Satisfaction Survey

Please respond to the following questions. You may offer additional comments / concerns in the space provided or on a separate sheet. Once you have completed your survey (all responses should be anonymous), please return it before the date indicated in the envelope provided to:

IDOA – MWBE
402 W. Washington St., W469
Indianapolis, IN 46204

16 Responses received June 13, 2005 – December 9, 2005

Please answer the following:

1. How did you learn about us?

◊ Word of mouth	6
◊ Formal meeting or presentation	2
◊ Referral from another organization	2
◊ On the web	1
◊ Personal research	3
◊ Other	2

Comments:

*1 respondent listed request from client as referral from another organization
2 respondents listed previous certification as the other way they learned about us*

2. What type of application did you submit (check all that apply)?

◊ Minority Business Enterprise (MBE)	6
◊ Women Business Enterprise (WBE)	12
◊ Disadvantaged Business Enterprise (DBE)	2

Comments:

4 respondents held multiple certifications

3. Were you notified by the Division that your application required additional documentation?

◊ Yes	12
◊ No	4

Comments: *Very timely response by Nancy; Notified in writing. I immediately contacted Vickie Jackson who answered my questions in a very professional and courteous manner.*

4. In which county is your business located?

Region 1 – Northwest IN – Kacia Palmer:	8
Region 2 – Northeast IN – Luther Taylor, Jr.:	1
Region 3 – Southwest IN – Amy Bodine:	5
Region 4 – Southeast IN – Derrick Casson:	2

Comments: *None*

Indiana Department of Administration

Minority and Women's Business Enterprises Division

Customer Satisfaction Survey (cont.)

Please circle the rating as it relates to each question for the first quarter of 2005:

1-3 Needs significant improvement

4-6 Meets minimum standards

7-8 Good

9-10 Excellent

N/A= Not applicable

1. Rate your first impression of the Minority and Women's Business Enterprises Division:
- | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
|---|---|---|---|---|---|---|---|---|----|-----|

Comments: *See below*

Average Score – 8.6

“First impression in '02 NEEDED some improvement. 2005 notices significant improvement. Very impressed!”

“Very impressed & relieved it's basically a ‘one stop shop.’ Multi department attempting to coordinate more than one certification application by one applicant.”

2. Rate the level of ease you felt in obtaining application information:
- | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
|---|---|---|---|---|---|---|---|---|----|-----|

Comments: *None*

Average Score – 8.7

3. Rate the Division's ability to return phone calls in a timely manner:
- | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
|---|---|---|---|---|---|---|---|---|----|-----|

Comments: *See below*

Average Score – 9.2

“Derrick left me a voicemail. I did the same. He called me within the hour to schedule.”

4. Rate the individual staff member's overall professionalism during the on-site visit:
- | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
|---|---|---|---|---|---|---|---|---|----|-----|

Comments: *See below*

Average Score – 9.8

“Kayci's professionalism was exemplary. She is a credit to the MWBE division.”

5. Rate the Division's web site:
- | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
|---|---|---|---|---|---|---|---|---|----|-----|

Comments: *See below*

Average Score – 7.9

“Never used.”

6. Rate the overall time from application to conclusion of the on-site visit:
- | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |
|---|---|---|---|---|---|---|---|---|----|-----|

Comments: *See below*

Average Score – 9.2

“The delays were my fault not the state's fault.”

7. Rate your overall impression of the Minority and Women's Business Enterprises Division:

1	2	3	4	5	6	7	8	9	10	N/A
---	---	---	---	---	---	---	---	---	----	-----

Comments: *None*

Average Score – 9.1

2005 Business Matchmaking Event Seller Survey Results

Total Registered Sellers as of 07/11/2005	211
No Shows for 07/12/2005	41
Total Seller Participants on 07/12/2005	170
Total Responses:	55

Survey Response Percentage 32%

1. Rate your first impression of the invitation to the 2005 Buy Indiana Road Show.

9.1

Comments:

- I am not sure but I believe the first or second communication did not have a date on it.
- I received my invitation for conference by e-mail. It was fine.

2. Rate the level of ease you felt responding to the invitation.

9.7

Comments:

No responses

3. Rate the professionalism of the Registration Staff prior to the event.

9.9

Comments:

- Michelle was wonderful. She took the time to respond to my e-mail. Thank you.
- Lost registration
- I called and registered too late; however, I was courteously invited to come and network anyway.
- Ms. Thomason was so nice in responding to me via e-mail, even on Saturday.

4. Rate your impression of the communications received by our office related to this event.

9.1

Comments:

- I learned of this event through a MBE/WBE meeting. I don't know how I was supposed to have known about this event since I wasn't contacted. I called in.
- Short, simple, to the point – not overwhelming, which is good.

5. Rate the ease at which you were able to obtain your registration packet.

9.8

Comments:

- Needed better directions to building and map of interior could be better
- Didn't receive in time
- I asked for a packet, though I wasn't registered.
- Needs more arrowed sign/signature for people who are not familiar with the government center.

6. Rate the usefulness of the information shared with you during the Opening Program.

9.2

Comments:

- It was nice to see the Lt. Gov. participation and Mr. Kirkland.

7. Rate the Business Matchmaking Rotation Format.

8.7

Comments:

- Timing was good – 12 minutes
- We were matched with companies that really did not need the service. We were not paired with any universities.
- Hectic – Lunch was very disorganized
- Very similar to networking events that I have attended. 12 minutes is a little short. If more time were available, it would be helpful.
- Need potty breaks
- Did not get to see who I thought I should see.
- Would have like the morning and noon interviews closer.
- Great
- Format worked well – matches did not
- Need way to express open matchmaking slots
- Buyers and Sellers need to be able to specify which firms they'd like to meet with!
- I was paired with one buyer who does not use my service, two current customers and one buyer who I have called on before but doesn't currently use our service.

8. Rate the networking opportunity presented at **Network Central**.

8.3

Comments:

- An opportunity to distribute my cards and info did not exist.
- Need more opportunities during the non-scheduled times.
- People more focused on scheduled interviews.
- Too small of a room.
- Did not participate.
- Though I didn't have set appointments, I was able to meet with several big companies/agencies.
- No buyers in the room, not nearly enough space to move around.

9. Rate the usefulness of the information provided by the Exhibitors.

8.5

Comments:

- I learned about their departments or companies.
- IDOA resources helpful
- Didn't use
- Cathy from Family Support Services was such a pleasure to talk to!! All room attendants were very helpful!!
- Matched with some who didn't know my industry
- The info from PICC was especially valuable.
- SBA was not very informative, very surprised with that.

10. Rate the quality of the catering provided to you throughout the day.

8.1

Comments:

- Nice variety of food/drinks.
- Snacks throughout day would be nice. Coffee in the afternoon.
- Food was excellent. Serving was poorly organized.
- Very disorganized. Display was pretty and food was good.
- Good lunch!
- Needed a better serving system due to long lines – maybe food in several locations. Food was superb
- Lunch was poorly setup for the crowd. Suggest box lunches & better traffic flow.
- More access.
- Setup was inconvenient.
- Need additional serving tables
- The meal at noon was very crowded and seemed somewhat disorganized.
- Needs to be setup for better flow.
- Too busy – went to cafeteria
- The line was too long and the room too small so we ate in the cafeteria. Recommend a larger dining room next time.
- More water
- Good food, need better organization.
- Was not well organized – needed better traffic flow, not available throughout the day.
- Heard it was good – missed the lunch
- Not enough variety and need more than one serving area.
- Setup wasn't conducive to quickly feed so many people. Double sided buffet in separate area would work more efficiently. Food was good.
- Couldn't get through the line in allotted time.

11. Rate the professionalism of the staff on the day of the event.

9.9

Comments:

- Did not recognize Black Business Conference during intro
- Outstanding. The young lady – Kacia – was very helpful and pleasant.

12. Rate the quality of the interview matches.

7.6

Comments:

- Timing was good.
- Future ask seller the type companies they would like to sell to
- Would be nice to request whom you want to meet with
- Ask suppliers what they want to focus on. I supply janitorial, automotive and electrical, but I wanted to focus on automotive.
- Matches could have been better. There could have been better communication prior to the event what the companies were looking for. Also, would recommend more of a campus recruiting approach (i.e. closed interview schedules were the companies pre-select the companies that they want to speak w/ based on their needs.; open schedules that the MWBE's bid on based on a brief description of the companies needs; split schedules ½ closed ½ open)
- Not matched with many that fit my business
- They (end user) should have more of a role in selecting appts. More end users invited.
- 1 of 5 good match. I will check my codes to see if they are accurate.
- All except one was a good match.
- Perhaps a better interview of both buyers and sellers prior to scheduling. This is a work in progress & understood.
- I had 4 interviews, 2 of the 4 were not with the actual buyer.
- Participants need to suggest who they would like to see.
- Appreciated being able to meet with buyers other than those I was matched with.
- We had only 4 matches, but were able to get more at Network Central. Our code listing is too broad. The codes used on the State website are better.
- My buyers asked me how we were matched with them. They were not interested in my services.
- More interviews would be great.
- Some good – some not good. However the ability to pick-up interviews if there was a no-show was very good and allowed us to meet others.
- About half of my interviews were relevant to my business!
- I was paired with one buyer who does not use my service, two current customers and one buyer who I have called on before but doesn't currently use our service.

13. Are you interested in participating in future Business Matchmaking Events?

53 YES

2005 Buy Indiana Road Show 60-Day Follow-Up Survey Results Minority and Women's Business Enterprises Sellers

28 responses

64% of respondents were able to schedule follow up
interviews

Of those who were able to schedule follow- up interviews,
25% had contracts that have actually evolved. And many
others have good working relationships of contracts
pending.

Many firms established working relationships with Purdue
and USI.

Indiana Department of Administration

Minority and Women's Business Enterprises Division

Business Diversity Series Evaluation

Please respond to the following questions. You may offer additional comments / concerns in the space provided or on a separate sheet. Once you have completed your survey (all responses should be anonymous), please return it before the date indicated in the envelope provided to:

IDOA – MWBE
402 W. Washington St., W469
Indianapolis, IN 46204

18 Responses received

Please answer the following:

1. How did you learn about us?

◇ Email from our office	11
◇ Word of Mouth	1
◇ Referral from another organization	3
◇ On the web	0
◇ Personal research	0
◇ Other	2

Comments:

Some received faxes

2. How informative was the Indiana State Certification Presentation?

◇ Not at all informative	0
◇ Somewhat informative	7
◇ Extremely informative	11

Comments:

"was good in conveying what to expect in the process"

3. How informative was the Indiana State Contracting Opportunities Presentation?

◇ Not at all informative	0
◇ Somewhat informative	7
◇ Extremely informative	11

Comments: *Helped in explaining differences between Pre-Bids and RFQ's*

4. How informative was the Colts Stadium Construction Project Presentation?

◇ Not at all informative	0
◇ Somewhat informative	1
◇ Extremely informative	16

Comments: *"Excellent information on getting involved!"*

Indiana Department of Administration **Minority and Women's Business Enterprises Division** **Business Diversity Series Evaluation (cont.)**

5. Describe your business (Check all that apply)?

◇ Newly Established Business	0
◇ Not Certified	0
◇ Seeking to become a state contractor	3
◇ Certified	11
◇ Seasoned Business	10
◇ Experienced as a State Contractor	4

Please circle the rating as it relates to each question for the first quarter of 2005:

1-3 Needs significant improvement

4-6 Meets minimum standards

7-8 Good

9-10 Excellent

N/A= Not applicable

- Rate your first impression of the Business Diversity Series Announcement:

1	2	3	4	5	6	7	8	9	10	N/A
Comments: <i>None</i>										Average Score – 8.4
- Rate the site location for the Business Diversity Series presentation:

1	2	3	4	5	6	7	8	9	10	N/A
Comments: <i>“Convenient Location”</i>										Average Score – 8.7
- Rate the timing of the notice to attend the Business Diversity Series presentations:

1	2	3	4	5	6	7	8	9	10	N/A
Comments: <i>None</i>										Average Score – 8.3
- Rate the professionalism of the presenters:

1	2	3	4	5	6	7	8	9	10	N/A
Comments: <i>“All very good”</i>										Average Score – 9.3
- Rate your overall impression of the Minority and Women's Business Enterprises Division:

1	2	3	4	5	6	7	8	9	10	N/A
Comments: <i>“Very Cooperative”</i>										Average Score – 9.2
- What is your preferred day of the week to attend a business workshop?:

◇ Monday	3
◇ Tuesday	3
◇ Wednesday	6
◇ Thursday	5
◇ Friday	4
Comments: <i>“No preference as long as there is enough notice!”</i>	
- What time of day is better to attend a business workshop?:

◇ Morning	4
◇ Afternoon	9
◇ Evening	3

ACTIVITY REPORTS

MINORITY AND WOMEN'S BUSINESS ENTERPRISES ACTIVITY REPORTS SUMMARY INFORMATION

<i>MWBE Report: Summary January-October 2005</i>	
Certified/Recertified (monthly average)	52
Denied (monthly average)	11
Closed (monthly average)	17
Total Actions Taken (monthly average)	80
Avg. Days to Certification Determination	Each month our average days to determination was less than the 45-day legal requirement
Site Visits Conducted (monthly average)	57
Outreach presentations or events (monthly average)	18
Net increase in Certified MBEs	223
Net increase in Certified WBEs	349

